## MiScorecard Performance Summary

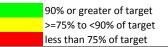
Department Name: MSHDA
Executive/Director: Gary Heidel

Period: February, 2012

↑ Performance Improving

→ Performance Staying the

↓ Performance Declining



	Metric	Status	Trend	Target	Current	Previous	Frequency	Metric Definition
easure #	# Financial							
		0						
F-1	Low-Income Housing Tax Credits		•	100%	100%	100%	annually	% of LIHTC ceiling allocated
F-3	Asset Management		•	NA	NA	NA	quarterly	risk in multifamily portfolio
Measure #	Customer/Constituent							
C-1	Housing Choice Vouchers		•	100%	100%	100%	quarterly	voucher payments to landlords w/in 60 days
C-2	Downtown & Community Services		<b>1</b>	8,123	9,845	9,492	monthly	# of social media followers for downtown division
O-3	Historic Preservation		<b>⇒</b>	95%	100%	100%	annually	public outreach for Historic Preservation
P-4	Rental Development		<b>⇒</b>	75%	NA	NA	annually	satisfaction with Project Based Voucher processing
							•	
Measure #	Internal Business Processes							
C-3	Mortgage Lending		<b>1</b>	80%	79%	58%	monthly	single-family loan decisions within 48 hours
C-4	Foreclosure Prevention		<b>1</b>	75%	71%	57%	45 Day	Hardest Hit Program turnaround times
P-1	Community Development Grants		<b>⇒</b>	54	NA	NA	semi-annually	Housing Resource Fund grant app. processing time
P-2	Low-Income Housing Tax Credits		<b>.</b>	3.0	3.1	NA	semi-annually	time to review applications for LIHTC program.
P-3	Housing Choice Vouchers		•	7.0	5.3	6.0	monthly	Housing Voucher Prog case file audits done within 7 days
	Place-making Training		•	100%	100%	100%	monthly	Training of appropriate staff, partners, and grantees on place-making
P-5	Harrison Chaire Marrelson			75%	48%	NA	annually	customer satisfaction of housing agents
P-5 O-1	Housing Choice Vouchers					•	•	
	Housing Choice Voucners							